

FOR OUR CUSTOMERS

HOW TO PLACE AN ORDER IN OIT

Please work closely with your designated OIT Customer Service representative to ensure that all necessary information is identified so your hardware and software-purchasing request can be processed quickly. DHR and GTA have a number of qualifications and policy requirements for hardware and software purchases and these change periodically. Important information such as equipment requirements, funding source, Help Desk ticket numbers, reason for purchase, etc must be provided before request can be reviewed and purchases made. Thank you for your cooperation.

#	RESPONSIBLE PARTY	ACTION
1	Division/Office Representative (This is the person placing the order)	Determine the need for the Equipment, Software or Services within the parameters of the DHR standards.
2	Division/Office Representative	Complete the EDP Request Form in its entirety. The EDP Request Form can be found in the following directory: J:\Everyone\Info\Forms\AdmEDPReviewReqForm.doc. <i>If you do not have access to the "J" drive, please contact your Customer Manager for a copy of the form.</i>
3	Division/Office Representative	Approve the EDP Request and electronically submit or mail it to your Authorizing Representative.

Note: Each Division/Office Director will designate a representative and a backup through which all orders will flow.

If Approval by GTA is Required		
GTA APPROVAL		
#	RESPONSIBLE PARTY	ACTION
1	GTA	The EDP Request <u>is approved</u> by GTA.
2	Authorizing Representative	Inform the Division/Office Representative that the EDP Request <u>was approved</u> by GTA.
GTA DENIAL		
#	RESPONSIBLE PARTY	ACTION
1	GTA	The EDP Request <u>is denied</u> by GTA.
2	Authorizing Representative	Inform the Division/Office Representative that the EDP Request <u>was denied</u> by GTA.

<p align="center">If Approval is Required by the OIT Deputy Director</p> <p align="center">(Required for orders for individual items over \$5,000 or for single orders over \$20,000)</p>		
<p align="center">DEPUTY DIRECTOR APPROVAL</p>		
#	RESPONSIBLE PARTY	ACTION
1	OIT Deputy Director	The OIT Deputy Director approves the EDP Request.
2	Authorizing Representative	Inform the Division/Office Representative that the OIT Deputy Director approved the EDP Request.
<p align="center">DEPUTY DIRECTOR DENIAL</p>		
#	RESPONSIBLE PARTY	ACTION
1	OIT Deputy Director	The OIT Deputy Director denies the EDP Request.
2	Authorizing Representative	Inform the Division/Office Representative that the OIT Deputy Director denied the EDP Request.
<p align="center"><u>If Approval is Required by the DHR CIO or Designee</u></p> <p align="center">(Required for orders for individual items over \$5,000 or for single orders over \$20,000)</p>		
<p align="center">DHR CIO OR DESIGNEE APPROVAL</p>		
#	RESPONSIBLE PARTY	ACTION
1	DHR CIO or Designee	The DHR CIO or Designee approves the EDP Request.
2	Authorizing Representative	Inform the Division/Office Representative that the DHR CIO or Designee approved the EDP Request.
<p align="center">DHR CIO OR DESIGNEE DENIAL</p>		
#	RESPONSIBLE PARTY	ACTION
1	DHR CIO or Designee	The DHR CIO or Designee denies the EDP Request.
2	Authorizing Representative	Inform the Division/Office Representative that the DHR CIO or Designee denied the EDP Request.

WHEN ORDERS ARE RECEIVED

Process for 2 Peachtree Customers Only		
#	RESPONSIBLE PARTY	ACTION
1	Administration/Operations Analyst	Receive the order from the vendor and generate the receiving report to approve payment and forward the payable report to Accounting.
2	Administration/Operations Analyst	Generates an item report for the Customer to sign when the equipment is picked up. The Customer can also be the Division/Office Representative.
3	Administration/Operations Analyst	Place an EDP sticker outside of the equipment box.
4	Administration/Operations Analyst	Contact the Customer for equipment pick-up with a copy to the OIT Customer Manager via E-Mail. The Customer can also be the Division/Office Representative.
5	Administration/Operations	Submit DHR 5111 Memo to the OIT Customer Manager to forward to the Customer (End User). The Customer can also be the Division/Office Representative.

Process for Field Office Customers Only		
#	RESPONSIBLE PARTY	ACTION
1	The Field Office	Complete the receiving report.
2	The Field Office	Attach the packing slip to the receiving report.
3	The Field Office	Send the receiving report and packing slip to the Administration/Operations Analyst at the following address: Administration/Operations Analyst DHR Office of Information Technology 2 Peachtree Street – Suite 24-292 Atlanta, Georgia 30303
4	Administration/Operations Analyst	Mail the EDP sticker to the Field Office (not affixed to the outside of the equipment box).
5	Administration/Operations Analyst	Generate a DHR 5111 Memo and send to the OIT Customer Manager to forward to the customer.

Process for All Customers		
#	RESPONSIBLE PARTY	ACTION
1	Customer (End User) (Division/Office Representative)	Picks up the equipment and signs for the order.
2	Customer (End User)	Determine whether there is a need for software or network installation.
3	Customer (End User)	If software or network installation is needed sends a notice to the DHR Help Desk for installation and equipment setup.
4	Customer (End User)	Assure that a license for the software is available.
5	Help Desk Technician	Upon receipt of the Help Desk ticket, verify that a license is available and installs the software.
6	Help Desk Technician	Deliver the equipment to the End User and sets the equipment up in the End User's office.
7	Customer (End User)	Complete the DHR 5111 form.
8	Customer (End User)	Submit the form to the Property Coordinator with a copy to Administration/Operations.
9	Property Management	Enter the DHR 5111 form into the system.
10	Property Management	Send the DHR inventory sticker to the Customer (End User).
11	Customer (End User)	Affix the DHR inventory decal to the equipment.